



UNITED STATES DISTRICT COURT DISTRICT OF MARYLAND

POSITION: Information Technology Technician I/II
LOCATION/DUTY STATION: Greenbelt, Maryland
Travel is required to Baltimore courthouse
for coverage when needed

ADVERTISED DATE: June 22, 2023
CLOSING DATE: Open Until Filled with
first preference given to applications
received by July 6, 2023

SALARY: CL 23 (\$42,484 - \$69,035) Two years of general experience** or college degree required
CL 24 (\$47,046 - \$76,459) Two years of general experience** or college degree plus
one year of specialized experience** required
CL 25 (\$51,952 - \$84,465) Two years of general experience** or college degree plus
two years of specialized experience** required
CL 26 (\$57,222 - \$92,995) Two years of general experience** or college degree plus
three years of specialized experience** required
CL 27 (\$62,852 - \$102,201) Two years of general experience** or college degree plus
four years of specialized experience** required

This is a career ladder position, and a grade increase is possible without further
competition per the requirements within the court's career ladder plan.

The Clerk of the United States District Court for the District of Maryland is seeking qualified applicants for the position of Information Technology Technician I/II. The incumbent will provide help desk support for end users and provide technical support in installing, configuring, and troubleshooting computer hardware and software programs. The incumbent will be a key member of a small technical team responsible for day-to-day IT operations, as well as new technology initiatives of the United States District Court.

Duties include, but are not limited, to the following:

- Answers help desk telephone and responds to calls for service from internal and external users. Performs troubleshooting to correct user problem and follows through with user until issue is resolved.
- Performs testing of courtroom audio visual equipment. Responds to courtroom technology problems and conducts troubleshooting to correct problems.
- Provides information and assistance to users on applications such as email, office productivity suite, courtroom recording software, remote access and custom applications.
- Monitors the day-to-day operation of equipment and systems. Recommends or performs actions to correct software, hardware, equipment or, system problems on desktops, thin clients, laptops, tablets, smart phones, local and networked peripherals, and audio-visual systems. Conducts routine maintenance to keep equipment and systems up to date.
- Pretests and establishes VTC connections for business meetings and court proceedings. Connects and monitors remote court proceedings.
- Provides cabling support, relocation of computer equipment, and large-scale shutdown and equipment restores, as needed.
- Performs inventory control duties. Monitors and ensures adequate IT consumables are always available.
- Tests and installs hardware components such as monitors, printers and scanners, as well as, mobile devices, such as tablets and smartphones. Installs off-the-shelf software packages such as operating systems and office productivity suites. Determines needs systems configuration, prepares technical and user documentation and implements software into live environment.
- Participate in various roles as part of project teams initiated to implement upgrades or new technologies.

Qualifications and Requirements:

- College degree in computer science or related field strongly preferred.
- Prior experience providing phone, remote, and in-person help/service desk support at the enterprise level.

- Advanced knowledge of Windows and Microsoft Office Suite is preferred.
- Experience supporting large-scale audio-visual systems.
- Previous experience with virtualized desktop and server environments.
- Previous experience with Active Directory user and computer administration with a basic knowledge of networking principles.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption. Must be comfortable soliciting and providing critical feedback from team, as needed.
- Excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.
- Availability to provide alternate divisional office, after-hours, or weekend support as needed.

Federal Benefits:

- Health, dental, vision, life, and long-term care insurance programs available.
- Flexible spending accounts for health and dependent care available.
- Vacation/annual leave (13-26 days increasing with years of service), sick leave (13 days per year) and paid holidays (11 days).
- Paid parental leave (12 weeks) for the birth or adoption of a child after one year of employment.
- Telework possibilities after successful training and probationary period.
- Retirement (FERS - Federal Employees Retirement Program) with employer and employee contributions as well as immediate matching contributions in the Thrift Savings Plan (TSP) 401K style plan.
- The U.S. District Court is a qualifying employer for possible Public Service Loan Forgiveness.
- Free parking available at the courthouse.
- Additional information about the federal judiciary’s benefits can be found at www.uscourts.gov/careers/benefits

How to Apply:

Submit a cover letter stating the reasons for your interest in the position, a resume, and a completed [AO-78](#) Application for Federal Employment **as a single PDF document** to: jobs@mdd.uscourts.gov
 Include the job title for which you are applying in the subject header of the email.

****To ensure first consideration, complete application packets must be received no later than 5:00 p.m. on July 6, 2023.**

General experience is progressively responsible IT work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position. Education above high school may be substituted for general experience.

Specialized experience is progressively responsible IT experience in the duties listed in this announcement including hands-on full life cycle experience administering physical and virtual Microsoft servers and applications and related IT infrastructure services.

- Due to the volume of applications received, the court will only communicate with those individuals invited for an interview.
- The United States District Court is an Equal Opportunity Employer. All applications will be reviewed to identify the best qualified candidates.
- In the event a position becomes vacant in either division and in a similar classification within a reasonable time from the original announcement, the Clerk of Court may select an appointee from the candidates who responded to the initial announcement without posting the vacancy.

Conditions of Employment:

- Applicants must be a United States citizen or national or a permanent resident who is seeking citizenship in the United States. Successful candidate for this position is subject to a full fingerprint and background records check and mandatory electronic direct deposit of salary payment.
- This is a sensitive position within the Federal Judiciary. The selected candidate will be hired provisionally, pending the successful completion of the required background investigation and favorable employment suitability determination.
- Selected applicant will be required to complete a one-year probationary period. Failure to successfully complete the probationary period may result in termination of employment. Positions in the United States Courts are excepted appointments, are not under the Civil Service System, and are "at will" employees.
- Employees must adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/RulesAndPolicies/CodeOfConduct.aspx>
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.